Motor Vehicle Services

TALE LITE

DECEMBER/JANUARY 1989 VOL. 2, NO. 1 New Jersey Department of Law and Public Safety, Division of Motor Vehicles

Governor Thomas H. Kean, flanked by Attorney General Cary Edwards and Director Glenn R. Paulsen, prepares to cut the ribbon opening the Trenton Regional Service Center in the photo at left. In the photo at right, the Attorney General holds aloft the cut ribbon and Director Paulsen applauds.

Governor joins celebration opening Trenton Regional

Governor Thomas H. Kean, speaking at the ceremony opening the Trenton Regional Service Center, praised the efforts of Attorney General Cary Edwards, Director Glenn R. Paulsen and the employees of Motor Vehicle Services for putting MVS "on the road again" and fulfilling his 1986 pledge to the Legislature to create an efficient, professional and responsive agency.

Governor Kean, along with Attorney General Edwards and Director Paulsen, cut the ribbon and also a large "How Can We Help?" cake before approximately 600 state and local officials and employees who filled the Regional Center for the ceremony on November 30.

"MVS workers, as I knew they would, have risen to the occasion. They now treat the state's drivers as valued customers," Kean said.

He pointed out that the letters he has

(Continued on Page 4)

Governor Kean uses a sword to cut the "How Can We Help?" cake in front of Attorney General Edwards and Director Paulsen, in the left photo. In the right photo the Governor speaks to the guests who filled the regional service center for the gala ceremony, as Attorney General Edwards and Director Paulsen listen. (More photos on Page 5.)

Come On Down!

Administrator Rudolph Torlini (center), of Information and Systems Management, is escorted down the aisle in the Justice Complex by Administrative Services Administrator Salvatore Marcello and Chief of Staff Christine R. Cox to receive his service award for 40 years of service to Motor Vehicle Services. The photo was snapped at the 1988 awards ceremony on October 28.

THE TALK AT MVS

The holiday spirit was alive at the Rahway Driver Testing Center, where Examination Technician **Sam Cannata** has been collecting unclaimed eyeglasses left behind by applicants and forwarding them to New Eyes for the Needy in Short Hills.

✔

The Information Systems and Management Correspondence Unit provided gifts and baskets of holiday cheer and food to needy families. Anyone still interested in helping this worthy cause may call **Arlene Anderson** at 984-2988.

✔

Donna Ridorfino, supervisor IV in the Authorization Unit of Driver Control, was married November 5 to **Glen Cucinotta,** supply support technician II in the Shipping and Receiving Unit, at St. Raphael R.C. Church, Trenton. After a reception at the White Horse Firehouse, the couple spent a two-week honeymoon in Hawaii.

✔

Lori Lynn, customer service specialist III, in the North Plainfield Agency has set a wedding date of October 7, 1989. She will be married to **Peter Bondura, Jr.,** who is employed by an electrical contractor in Middlesex.

Service Support Representative II **Denise McIhenney** of the Public Affairs Office became a new aunt when her sister, **Dolly Paglaiccetti,** and brother-in-law, **Louis,** welcomed **Cherie Paglaiccetti,** born September 3, weighing seven pounds, 11 ounces.

✔

Customer Service Specialist III **Sean McPhaul** of the North Plainfield Motor Vehicle Agency welcomed a new son, **Harold Carmen, 3rd,** born in Overlook Medical Center, Summit, weighing 10 pounds, nine ounces.

✔

The Data Output Unit welcomes back Service Support Representative II **Arlene Burkley,** who recently returned to work following a lengthy illness.

✔

Steven Hoffman, son of Motor Vehicle Records Technician II **Nellie Hoffman** of Data Output, was married recently to **Kathy Ellis.**

✔

Kathy Pudelko, supervisor of the Driver Conference Unit at the Deptford Regional Service Center, is a grandmother. **Katelyn Rodier** was born November 4 to her daughter, **Diana.**

PERSONNEL TIPS

24-hour hot line marks one-year anniversary

By ED BESKO

It has been one year since Personnel's 24-hour employee hot line was established. In that time, hundreds of calls have been made to (609) 292-6161 and questions answered to help those employees needing advice and assistance on how to handle their benefit-related concerns.

In addition, three field personnel assistants have been hired to deal with calls from employees in the regional areas. They are Personnel Assistants Howard Schwartz, (201) 628-6530, for Northern Region field employees; Al Adler, (201) 542-9280, for Central Region field employees; and Marie Kraus, (609) 853-4109, for Southern Region field employees.

For calls after 4:30 p.m., and for all other employees, the central office personnel hot line is still (609) 292-6161.

The hot line, set up in December 1987, is connected to an answering machine so employees can call after working hours. Employees should leave their name, phone number and a brief message as to the nature of their concern. Their calls are returned the following workday.

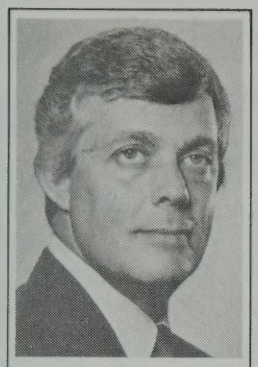
Groups sing carols for MVS offices

"The Demo's," a singing group from the Data Entry Unit, brought the holiday spirit to Motor Vehicle Services on Friday, December 23.

Led by Diane Taylor, the director, the group sang Christmas carols to employees in 137 East State Street and 25 South Montgomery Street.

Members of the group are Linnette Baez, in charge of public relations; Sylvia Gilchrist, Carol Russell, Mary Lancaster, Karen Buchanan, Joyce Leven, Shirlane Bowen, Juanita Fulfora, Ike Wheeler, and Bason Bowser.

The U.S. Steel Chorus also sang carols on December 23 on the third floor of 25 South Montgomery Street and on the first floor of the Trenton Regional Service Center.



ATTY. GEN. EDWARDS

A SPECIAL MESSAGE FROM THE ATTORNEY GENERAL

Teamwork made the miracle of MVS happen

As many of you may already know, I announced my resignation as Attorney General earlier this month so that I could devote my complete attention to one of the most difficult decisions of my professional career—whether or not to run for Governor of New Jersey.

Since I am leaving, I asked Director Paulsen if he would mind my "preempting" his space in this issue of TALE LITE to share with you some final thoughts about our accomplishments of the past three years, to wish each of you the very best in the future, and to add my thanks to the thanks of so many others for the job you did in turning Motor Vehicles around.

This Christmas tree on the seventh floor of 25 South Montgomery Street was decorated with "How Can We Help?" buttons, as the balls, and "On The Road Again" paper clips, as the streamers. Service Support Representative Shelly Rolon got the idea for the unusual ornaments. She was assisted in the decorating by Service Support Representative Joanne Christ. "Motorist Guides" were placed under the tree.

In assuming the responsibility for the reform of Motor Vehicles, I was warned of the "futility" of such an effort. I was told point-blank that it couldn't be done! Well, I am proud to say today that we have proved the critics wrong! Thanks to your efforts, unselfish commitment, hard work and desire, we have persevered where so many expected us to quit; we have succeeded where others expected us to fail, and we have accomplished what many said was impossible.

The changes and improvements you have helped to make, and will continue to make over the next few years, are the result of a unique experiment in cooperation that has not only allowed us to address our rebuilding goals quickly and efficiently, but has also proved what I have believed all along—people working together can make government work.

Together we have been able to do everything from reducing auto inspection line waits from hours to minutes to creating three new regional service centers literally from "scratch." Along the way, we have also managed to resolve enormous computer problems, improve and expand available services to customers and implement a restructuring of the division that I am confident will eventually help each of you be the best that you are capable of being in an organization where such extra effort will always count and be recognized.

For every one of the accomplishments I cited and for the myriad of others too numerous to list here, I want to applaud you and thank you from the bottom of my heart. Many will never know the full story of your efforts and sacrifices, but I know; I care and I am grateful.

In thinking about how all this could have happened so quickly, it seems obvious in hindsight that teamwork is what made the real difference. For the first time, I think you, the people of Motor Vehicles, began to see yourselves as a team and as one success led to another, the value of that concept of teamwork became more and more apparent. There is no question in my mind that what made the real difference between success and failure in this "impossible" venture was all of you contributing your individual efforts as a team, working together toward a common goal—to get the job done and to prove to our skeptics that we could do it!

That same spirit of cooperation and teamwork that gave us the strength to change will be even more necessary in the future as MVS works to complete our model agency program, begins construction of a new central headquarters, and further expands and ensures the opportunities for advancement and training recommended as part of restructuring. It gives me great comfort to know that whether I am here or not, the "wheels" you have set in motion, the groundwork you have helped establish, and the atmosphere of concern, caring and camaraderie that has been created will continue to grow so that someday, all the dreams we have shared for so long will become a reality.

I want to wish each of you continued success in whatever you choose to do in the future and to say that, no matter what else may happen in your careers, you can and should take pride in the fact that you personally contributed to one of the most successful reform efforts ever conducted by an agency of state government.

I am grateful to have been a part of the "miracle" of MVS and will carry the memory of our experience together as a model for how things can be accomplished if enough people are willing.

I am proud and privileged to have been associated with Motor Vehicles and its people, and I thank you sincerely for all you have taught me.

Sincerely,

Gary Edwards

Gary Edwards
Attorney General

Gala ceremony opens Trenton Regional Center

MVS employees commended for their spirit

(Continued from Page 1)

been receiving have gone from the negative comments of several years ago to those which "are very nice to get," such as people praising a clerk or other government workers who have been extra considerate.

Attorney General Edwards and Director Paulsen praised the Governor for offering the leadership necessary to turn Motor Vehicles around, and the employees for making it possible.

Edwards said, "We have created a Motor Vehicle Services operation that is the most efficient, most effective, and most courteous that exists anywhere in this country. There was a promise made that that would be done and, today, I honestly can say that, thanks to the people in this room, this has become a reality.

"I saw people who had a job to do each step of the way who would do whatever was necessary to get that job done," he noted.

Director Paulsen said the opportunity was presented to MVS employees, "and it was their spirit, their will, that has made such a difference."

"This building is a result of the work of just about every division in state government—Treasury, Law and Public Safety, the Legislature, local government, and the employees, as well as the private sector," he said.

A total of 480 employees from 25 South Montgomery Street, and 135 and 137 East State Street are staffing the four-story, 115,000 square-foot building. In addition, the probationary driver unit moved into the center from its former location in Quakerbridge Plaza.

The center is open Monday through Friday from 8:30 a.m. to 4:30 p.m., Wednesday night until 8 p.m. and on Saturday from 8 a.m. until noon.

Future plans call for the opening of a fourth regional center in Eatontown, Monmouth County, in early 1990. There is also a possibility of locating regional centers in the Atlantic/Cape May/Cumberland and the Sussex/Warren/Morris areas.

The first regional center to open was in Deptford on January 20, and the second was in Wayne on August 25.

LINDA RICE

PROFILE

LINDA RICE

Meet Trenton Regional's Ombudsman

The hours are long and the pace is often hectic, but amid all the complex rebuilding, Linda Rice has settled in as ombudsman for the Trenton Regional Service Center.

"I deal with everybody—employees as well as customers. If anyone has a problem, I get the call to go out and attempt to resolve it," Mrs. Rice said.

Her office is on the first floor of the center, next door to manager Howard Pollak's office.

"An ombudsman," she explained, "is an individual who interacts with the public in order to resolve their problems and see that they are taken care of in a fast, polite, courteous manner."

'If you think about it long enough, there are ways around a problem'

Mrs. Rice can look back on 33 years of Motor Vehicle history. She joined the division in 1955, two days out of Burlington High School, and worked her way up from a stenographer to supervisor of motor vehicle licensing, assistant chief of licensing, and then to chief of licensing and registration. She was appointed ombudsman for the new center in November.

"At that time (1955) we were still typing and hand filing documents. I saw the inception of the punch card system and the first-generation computers, and of course, I've been around long enough to see the tremendous strides we've made over the last 33 years," she said.

"This is the most rebuilding I have seen in all my years of service. Let's face it. This (the Trenton Regional Service Center) is really a magnificent project," she continued.

"We have had no major problems so far," Mrs. Rice said. "On the second day we were open, we had a woman come in for a driver license. She had already paid her fee, but the computer was down so we couldn't give her the license. The way we solved the problem was to give her the authority to operate her vehicle and told her we'd mail the license to her.

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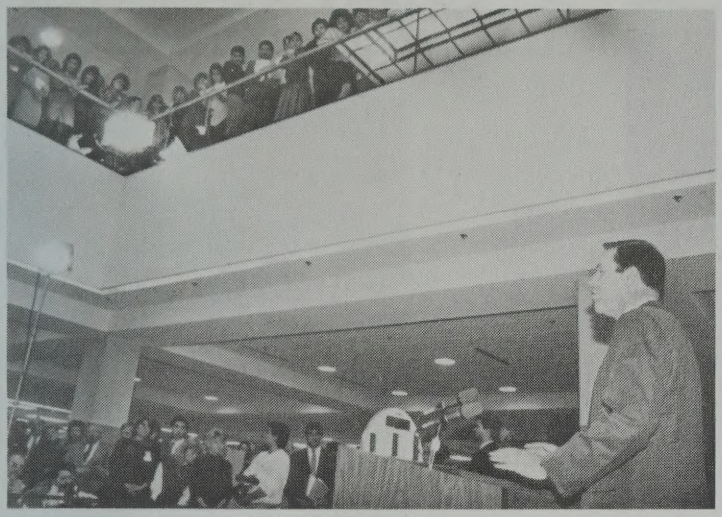
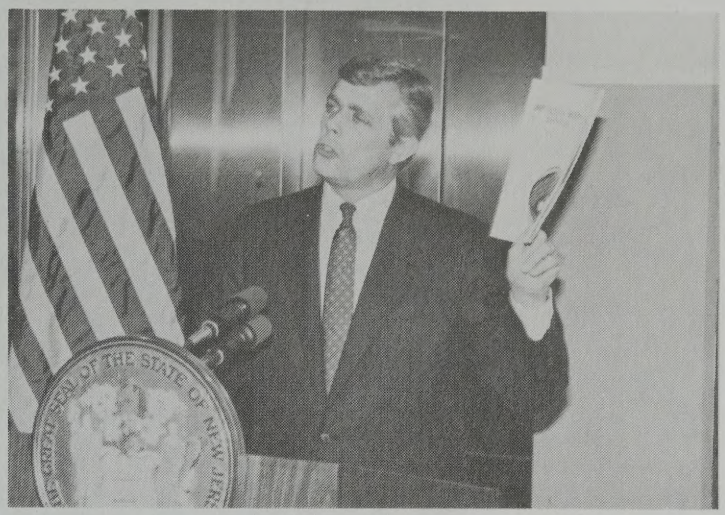
Scenes of Trenton Regional Service Center's opening



Guests watch from the balcony and gather on the first floor of the Trenton Regional Service Center to hear Governor Thomas H. Kean praise Motor Vehicle Services.



Attorney General Cary Edwards makes reference to the 1988 Progress Report of Motor Vehicle Services in his speech.

Governor Kean and Director Paulsen shake hands, as the Governor embraces Salvatore (Sonny) Lovecchio, agent at the Vineland Motor Vehicle Agency.

Director Glenn R. Paulsen addresses the assembled guests, as Governor Kean and Attorney General Edwards listen at left.

LINDA RICE
Meet Trenton Regional's Ombudsman

(Continued from Page 4)

"If you think about it long enough, there are always ways to resolve somebody's problem," she said.

She also deals with the employees when there is a problem in a particular unit. For example, she makes sure that staffing is sufficient to handle the work load when operations are short-handed due to absenteeism.

"There probably isn't too much I haven't been up against in all these years," she said.

For pleasure, Mrs. Rice likes to play tennis and ski. She also walks and jogs to stay in shape.

Her husband, Bill Rice, is senior field representative with the Court Liaison Unit at Quakerbridge Plaza.

"I just love the job. It's interesting, and I like the change from what I did before as chief of licensing and registration. I look at it as a challenge, and I thoroughly enjoy being here," she said.

Looking around at the newest Regional Service Center, she added, "After all the years in the places where I've been in the division, this is like coming to a palace!"

Four from MVS graduate as CPMs

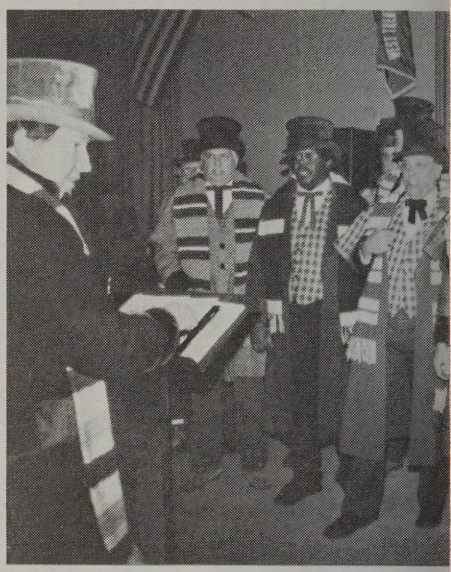
Four Motor Vehicle Services employees were among graduates of the Certified Public Managers program in a ceremony November 18 in the State Museum.

They are Denise Mattei, acting manager of the Technical Support Unit in Quakerbridge Plaza; Michelle Olsen, secretarial assistant in the Operations and Support Services Unit; Pat Summers, executive assistant to the Chief of Staff, and John Paulmeno, supervisor of the Plainfield Inspection Station.

The ceremony, presided over by Department of Personnel Commissioner Eugene J. McCaffrey, was the culmination of a two-year, six-level program.

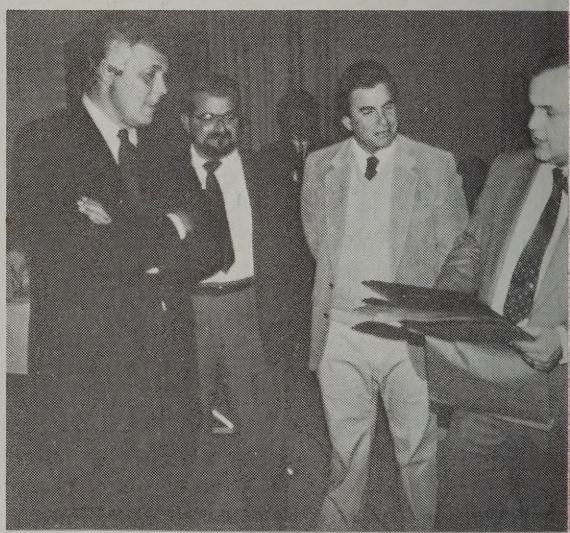
Fun at the MVS

Administrative Services Administrator Salvatore Marcello, at the microphone.



The U.S. Ste

From left, Barbara Louis, Director Glenn R. Paulsen, Christine Wilson, Rose Day, Nancy Martorana, Joan Horn, Linda Weeks, Attorney General Edwards, Linda Finigan, Maryann Rapciewicz, Ed Besko and Ethel Dixon.

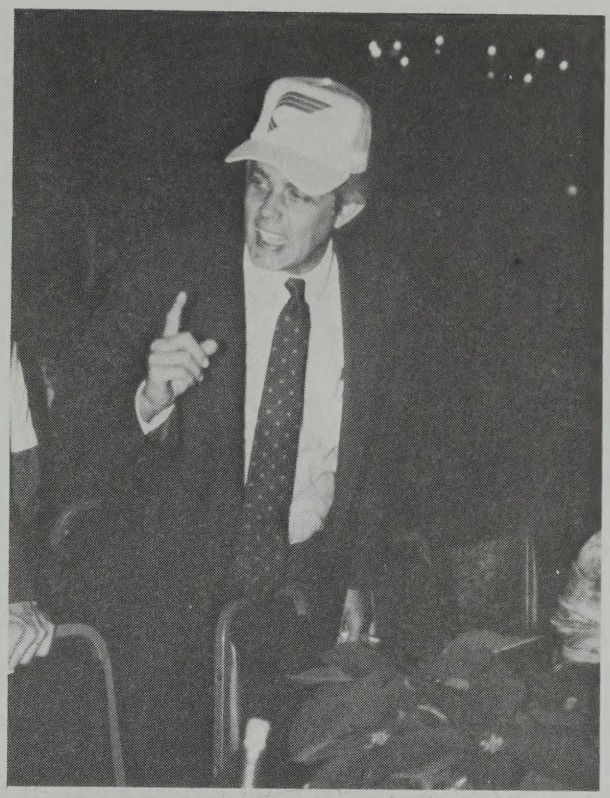


John Hoffman, right, presents a plaque from Local 51 State Motor Vehicle Employees Union, to Attorney Ge as Nick DeFuria and Kevin Mattis look on.

Bob Tomenchok, left, Pat Summers, and Pat's husband, Joe, enjoy festivities.

Christmas Party

horus performs.



Attorney General Cary Edwards wears his MVS hat.

ew Jersey
Edwards,

Director Paulsen enjoys party, while in the background Londell Leonard does a dance.

Attorney General Edwards, with Sylvia Ellis.

Bob Tomenchok, with his wife, Joann.

MODEL MOTOR VEHICLE AGENCIES OPEN ACROSS STATE

AT WAYNE—*Director Glenn R. Paulsen holds the ribbon for Attorney General Cary Edwards to cut at the Wayne Motor Vehicle Agency on November 9. Observing are (from left) Art Biggs, acting chief of Facilities Management; Dennis Filidore, coordinator of Building Services; Ron McConnell (behind Filidore), principal procedures analyst; Lou Egyud, assistant supervisor, Buildings and Equipment, and Michelle Anderson, supervisor of the Wayne Agency.*

November was a busy month for Motor Vehicle Services. In addition to the opening of the Trenton Regional Service Center on November 30, eight renovated model motor vehicle agencies were opened with ribbon-cutting ceremonies, and a ninth was opened in December.

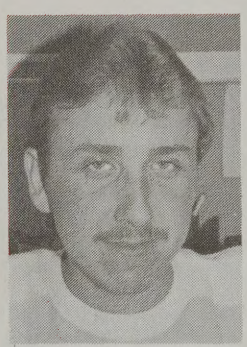
Those agencies were in Vineland on November 3; Lodi, Wayne and Rahway on November 9; Newark and Bakers Basin on November 14; Salem on November 15, and Washington in Warren County on November 21. The Edison Agency opened on December 20.

Altogether, this brings MVS to a total of 13 model agencies that have been opened. The others are in Camden and in the regional service centers at Deptford, Wayne and Trenton.

The model agency concept brings to motorists an attractive, efficient environment in which to transact business. The plan calls for the eventual renovation and relocation of agencies to provide for 52 modern, spacious locations within an average drive time of 20 minutes from where most motorists live or work.

PEOPLE POLL

OUR QUESTION: WHAT IS YOUR NEW YEAR'S RESOLUTION?



Robert Munn

"I want to quit smoking in 1989. I've been smoking for more than three years and I smoke two packs a day. I'm giving them all up this January."

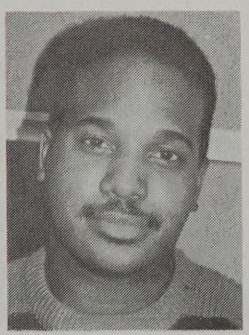
Robert Munn
Service Support Representative II
Data Output Unit

* * *

"I plan to be thinner this year than I was last year. I want to lose weight, about 30 pounds."

Sue Stout
Investigator II
Correspondence Unit

Sue Stout



Shawn Heath

* * *

"I want to have a better year in 1989 than I had in 1988. I'm going to get a car this year, and have a fantastic vacation this summer in Seaside Heights."

Shawn Heath
Service Support Representative
Foreign Title Review Unit

Rosina Krempecke

"I'm going to try to be a better person this year than I was in 1988."

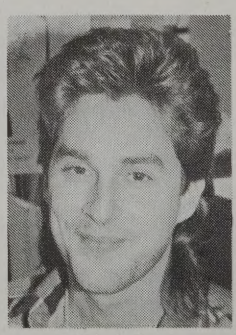
Rosina Krempecke
Motor Vehicle Records Technician
Data Base Correction Unit

* * *

"I have already given up everything—food, coffee, cigarettes, chocolate—so I can have a baby, who is due on March 17."

Michelle Marlin
Service Support Representative
Data Base Correction Unit

Michelle Marlin



Mikkel Snyder

* * *

"I gave up smoking last year. This year I'm going to lose weight and get into shape."

Mikkel Snyder
Service Support Representative
Agency Help Line

Christmas party planners praised for a fun affair

On behalf of all those who attended the MVS Christmas party, Director Glenn R. Paulsen has extended his congratulations to the members of the planning committee for making the party on December 16 a fun and joyous time for all.

"The committee, consisting of Nancy Miller, JoAnn Lombardo, Ann Scheffer, Rose Day and Jo Ann Clarke, deserve our thanks for a job well done in arranging a delightful affair where everyone had a wonderful time," Paulsen said.

He also thanked those employees who took the time to distribute information and sell tickets to the party to ensure a successful attendance.

In addition to the above, they are Janet Bodnar, Sally Anderson, Maryann McKeever, Nancy Woznicki, Debbie Queen, Mary Kline, Robert Munn, Valerie Todaro, Chris Luciano, Karen Schuster, Nancy Torres, Ed Green, Judy Isackson, Valeria Hamilton, Darlene Swinnerton, Mazie Kerrigan, Hattie Anderson, Linnette Baez, Rose Mary Militig, Audrey Kerstetter, Ida Rotundo, Maryann Patton, Frank Costantino, Lucy Petrangelli, Renate Gribbin, Ethel Dixon, Gail Dunn, Georgia Minerd, Marlene Pearl, Ann Schneider, and Carl Todaro.

Have you noticed?

Licenses, registrations offer greater security, durability

If you've had your license or registration renewed within the last month, you may have noticed that gone are the old, cumbersome, paper documents that once were infamous for ripping or falling apart after only a few months of use.

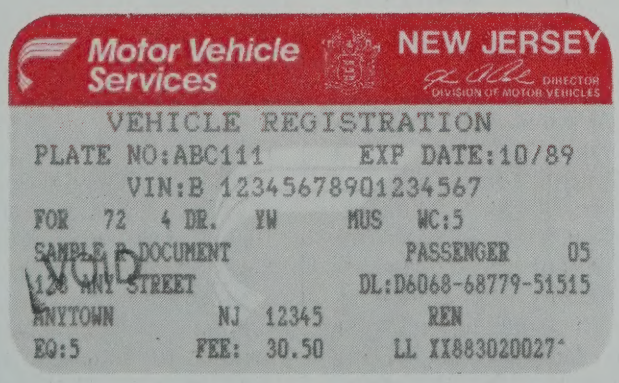
Instead, New Jersey motorists now are being issued handy, credit card size licenses and registrations that fit easily into wallets and other convenient places. In addition, like MVS' new photo licenses, these documents are now laminated, making them even more durable and tamper-resistant.

Motor Vehicle Services began issuing the new licenses and registrations last month. The new format is being phased in as previously issued paper licenses and registrations expire.

The documents' new design, which features a red strip across the top bearing Motor Vehicles new logo, the State Seal and the Director's signature, will also help make them more readily identifiable as official documents, and, as a valid form of identification.

The driver or vehicle information on the new licenses and registrations is printed in black ink on a gray background. In addition, space is provided on the back of the driver licenses for motorists who want to designate their organ donor intentions. The surface of the lamination can be written on with ball-point pen.

The new format will be used for all registrations, including boats, snowmobiles and ATVs. It will also be used in a non-laminated form for student and learner driver permits.



The new look to a vehicle registration document.

RETIREMENTS

Congratulations to the following on reaching retirement:

Charles Jordan, Safety Specialist II, after 31 years. He joined Motor Vehicle Services in August 1957 as an examiner at the old Garden State Drive-in on Route 70 in Delaware Township. After duty at the Camden and Woodbury Inspection Stations, he transferred to the Cherry Hill Station where he served during most of his career. He plans to help his son in the landscape business in Florida.

* * *

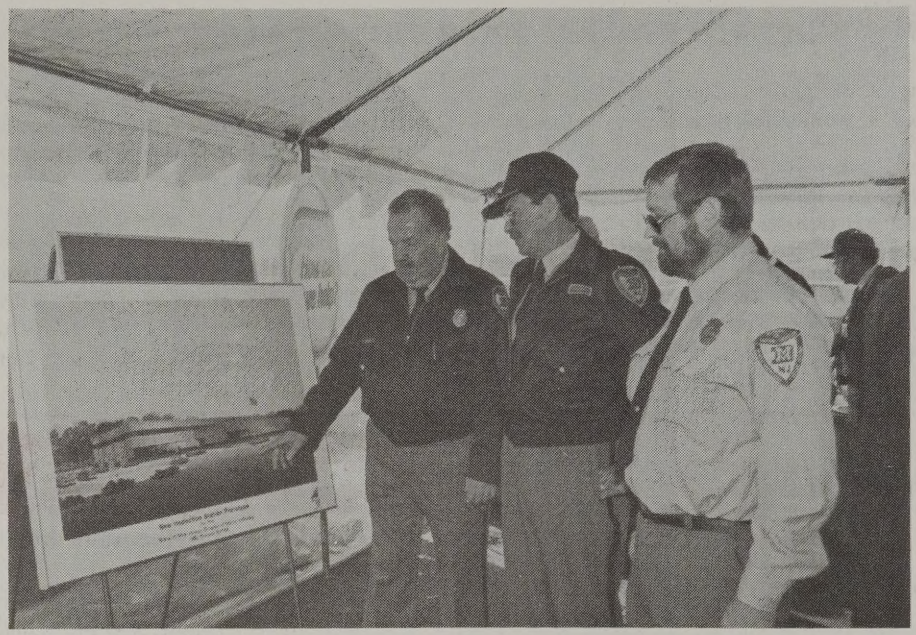
Salvatore Mugavero, Safety Specialist II, after 20 years. He joined MVS September 3, 1968 as an examiner at the Plainfield Inspection Station, where he served until February 1969. He then transferred to the Somerville Station. In February 1977 he became an investigator, before moving in November 1985 to the Washington Station as a safety specialist II. In July 1986 he transferred to the Flemington Station, where he served until his retirement. A member of the Disabled American Veterans, he keeps busy with woodworking and photography.

* * *

Marie T. Morris, Clerk, after seven years. She joined MVS in June 1981, and worked as a clerk in the Accident Reporting Unit of Driver Improvement. She is a member of the State of New Jersey Ladies Auxiliary, the Mercer County Ladies Auxiliary, and the DeCou Ladies Auxiliary.

* * *

William Crawl, Examiner, after five years. He joined MVS in July 1983 as an examiner at the North Brunswick Inspection Station, where he served until April 1986. He then worked at the Kilmer Station until November 1986, when he transferred to the Delanco Station where he worked until his retirement.



Southampton Inspection Station Supervisor III Ed Convery (left), Art Nyfield (center), retired Southampton supervisor and former Mount Holly supervisor, and Rich Ditmar, Southampton supervisor IV, look at a rendering of a new inspection station prototype.

LETTERS

Sir:

As the owner of an independent leasing company I have many dealings with Motor Vehicle Services, especially the office in Somerville. As I have waited there for my work to be completed, I have overheard various conversations by other people and I have found that most of them go into the agency with a chip on their shoulders.

If all of the people would go into their respective agencies with the attitude that the employees are there to help them and show them some courtesy, they would find that they will get their work done more expeditiously. It wouldn't hurt to thank the agents when the work is done either; it helps the general work attitude and makes an otherwise routine job seem a little more tolerable.

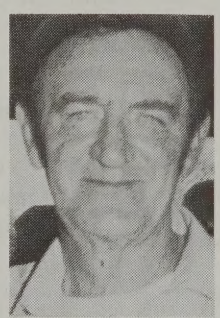
I have been dealing with the Somerville Motor Vehicle Agency for more than 12 years and I would like to thank them for all of the help and courtesy that they have given me over the years. I greatly respect them for the job they do and I hope that the other motorists who go to that agency appreciate them, too.

Eric M. Jensen, President
DCS Professional Leasing Assoc. Inc.
Branchburg

Dinner for Roulette, outgoing 195 president

Safety Specialist III Al Roulette of the Eatontown Inspection Station was presented a plaque at a recent dinner honoring him as outgoing chapter president of the Central Inspection and Security Local 195.

The plaque, presented by Jerry Zubenkow, the new chapter president, reads: "In grateful appreciation for your many years of service and dedication to Local 195. You are and will be an inspiration to us all." The affair was held at the American Legion Post 129 in Toms River.



AL ROULETTE

Roulette is active in veterans and fraternal organizations. He is publicity and entertainment chairman for the Lacey Detachment, Marine Corps League of Forked River; life member of the VFW Post 9503, Bayville; life member of the Disabled American Veterans, Ocean County Memorial Post, Toms River; past commandant of the Marine Corps League; past Grand Knight, Knights of Columbus, Toms River, and a member of the American Legion Post 129, Toms River.

Now available

MVS Report '88 highlights reform

Attorney General Cary Edwards recently released a progress report documenting the positive results of Motor Vehicle Services two-and-a-half-year rebuilding effort.

Entitled "Motor Vehicle Services Report '88: On the Road Again," the 62-page document highlights many of the new programs and services that have been put in place since the reform effort began in 1986.

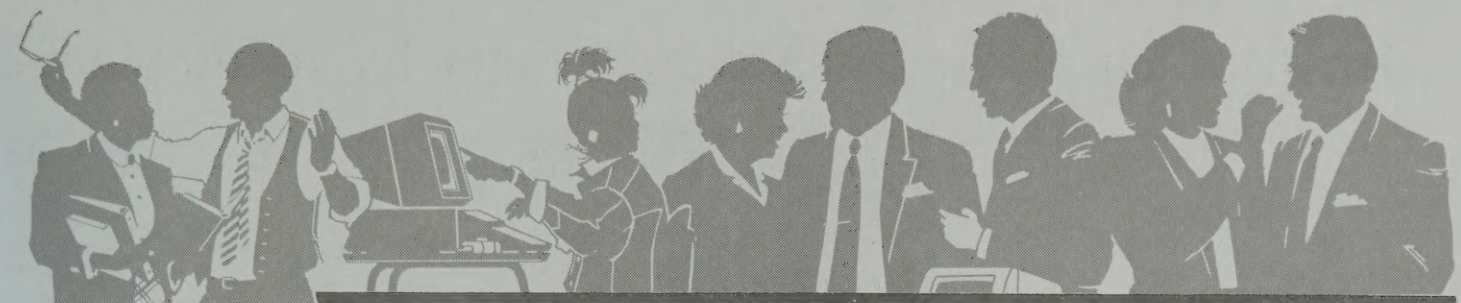
The six sections of "Report '88" offer an analysis of the Attorney General's rebuilding effort, describe the numerous program and service accomplishments of the past three years and analyze what remains to be done. This report also offers statistics on the number and volume of transactions conducted by the agency annually, as well as information on other programs and services being considered for the future.

The report is currently being distributed to local, county and state government officials, MVS and L&PS employees, the media, the law enforcement community, business and education leaders, car dealers, and other interested groups.

1989 state holidays

The following is a list of official state holidays for 1989:

Monday, January 2, New Year's Day; Monday, January 16, Martin Luther King's Birthday; Monday, February 13, Lincoln's Birthday; Monday, February 20, Washington's Birthday; Friday, March 24, Good Friday; Monday, May 29, Memorial Day; Tuesday, July 4, Independence Day; Monday, September 4, Labor Day; Monday, October 9, Columbus Day; Tuesday, November 7, Election Day; Friday, November 10, Veterans' Day; Thursday, November 23, Thanksgiving Day; and Monday, December 25, Christmas Day.



The Inside Track

Employees Share Ideas About Helping Customers

"I try to send out restoration notices on time for the customer's convenience, which in turn helps our image."

Sandra Pettis
Service Support Representative
Driver Control Unit

* * *

"I am always pleasant and I try to help customers in any way I can. I always attempt to answer any question or find the person who can."

Valerie Tillery
Service Support Representative
Accident Reporting Unit

* * *

Please use the Employee Survey Card given to you with your paycheck this week to share with your co-workers techniques or procedures you believe improve service to customers. Employees' comments will be printed on this page every month in TALE LITE. Your ideas can be those you already use and know are effective, or those you think could better serve the customers if put into practice. Send your comments to TALE LITE, Internal Communications Unit, Public Affairs Office, 7th floor, 25 South Montgomery Street, Trenton, N.J. 08666. We'll look forward to hearing from you!

Joanne Imbalzano

Gerri Maul

"I publicize the locations of the new Deptford and Wayne Regional Service Centers to callers. I make callers feel at ease by listening to complaints patiently for a few minutes, then sympathize with their feelings. I then suggest we find a solution to the problems that might be on the system and correct them or advise ways they might be improved."

Gerri Maul
Motor Vehicle Records
Technician
Driver Control Unit

* * *

"When I end a conference, I question the customer on whether he or she is clear on everything, or has any further questions."

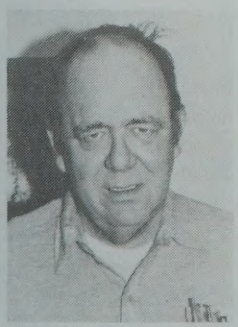
Joanne Imbalzano
Driver Improvement Analyst
Driver Control Unit

* * *

"I believe that you should treat customers and everyone you meet as you would want to be treated. It's a variation of the Golden Rule."

Bob Garrett
Senior Mail Clerk
Mail Room

* * *



Bob Garrett

Valerie Tillery

Sandra Pettis

Christopher D. Laine

"I try to help make Motor Vehicle Services a safe environment for customers by making sure there are no obstacles in the walkways. When I see something that somebody might trip over, I move it out of the way."

Christopher D. Laine
Motor Vehicle Records
Technician
Authorization Unit

Deptford employee assists customers by reading lips

Robert Iezzi doesn't let hearing disability stand in his way

BY ANGELA V. NILES

For four years Customer Service Representative III Robert Iezzi has refused to allow his disability to stand in the way of serving customers at the Deptford Regional Service Center.

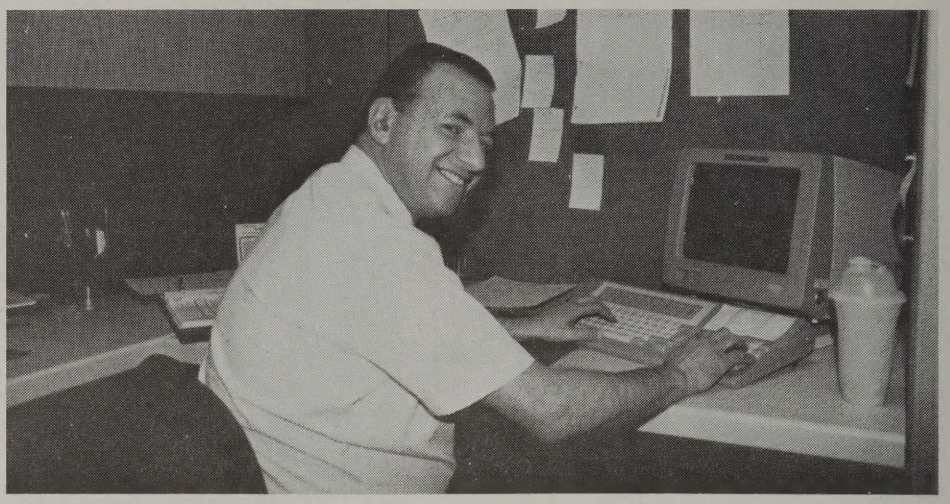
Iezzi is hearing impaired, and assists Deptford customers by reading their lips.

"Robert is a real asset to Motor Vehicle Services. He's always willing to learn and does his job extremely well," Frank Costantino, Deptford manager said.

Iezzi said, "I feel comfortable now working with the customers and helping them with their problems. I read their lips which helps me to understand their problems."

As an employee in the Fee Room at Deptford, one of Iezzi's many duties is operating the on-line payment processor that handles surcharges. He also operates the cash register and assists customers with money and document transactions, balances receipts and is often responsible for opening and closing the Fee Room.

In the past, case file evaluators corresponded with the customers, and then turned the paperwork for the transactions over to Iezzi for completion. "But, now, he is able to handle his own transactions and enthusiastically works one-on-one with the customers," said Deptford Ombudsman Rocco Ranalli. "We've seen him go from being an introvert to becoming an extrovert, and we're all really proud of him!"



Robert Iezzi works at his computer in the Deptford Regional Service Center.

"It's because I like what I do," said Iezzi. "My co-workers are easy to get along with and they're flexible. They treat me just like everybody else."

A native of Philadelphia, Iezzi began working in state government after attending the Katzenbach School for the Deaf in Trenton. His wife, Wilma, is also hearing impaired.

"I've seen quite a few changes with the rebuilding process, and I think they're all for the better," he said of the rebuilt MVS. "I feel very comfortable where I am now and that's why I've been able to grow in my job."

But work is not the only area in which Iezzi shows discipline. When he's not handling MVS transactions and servicing customers, he can be found working out to sharpen his skills as a black belt karate expert . . . just one more task that years of hard work and determination have helped him to master.

1,500 receive ID badges; field people are next

The familiar "How Can We Help?" button now is displayed on about 1,500 new employee identification badges.

That's how many employees—all in the Trenton area—who have received the badges in the first phase of the Photo Identification Program completed December 7.

The second and last phase, beginning this month, will provide new badges for field personnel, numbering another 1,500 employees.

Those who had their pictures taken and received new photo ID badges were employees who work in the Trenton Regional Service Center, Nevius Voorhees, 137 East State Street, 25 South Montgomery Street, the three Quakerbridge Plaza sites, and the Jersey Street warehouse and printing operations. The program began November 3.

Each regional manager will devise a logistical plan for producing badges in the field. The permanent members of the badge production team, Shirley Craig, Betty Sanders, JoAnn Sary and Linda Weeks, will help train the field teams for badge production at the field facilities.

"This project has been a positive one, thanks to the upbeat attitude of the production team and the cooperation of the Trenton area employees. I am confident that the field program will go just as smoothly," Director Glenn R. Paulsen said.

TALE LITE

State of New Jersey
Thomas H. Kean, Governor
Department of Law and Public Safety
Cary Edwards, Attorney General
Motor Vehicle Services
Glenn R. Paulsen, Director

TALE LITE is published monthly by the Internal Communications Unit, Office of Public Affairs, Chief of Staff Program, as a forum for the exchange of information, ideas, comments and concerns.

TALE LITE offices are on the 7th floor of 25 South Montgomery Street, Trenton, N.J. 08666. Telephone: (609) 292-8231. Employee contributions are always welcome by mail, phone or in person.

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